

MJog Responses for May 2019			
Dates	Site	Department	Response
01/05/2019	New House Surgery	Consultation	Very helpful and personable gp, I didn't feel rushed, excellent service.
01/05/2019	New House Surgery	Consultation	Went to discuss my child's mental health and felt undermined and that the Dr has now given my child more things to worry about. Very unhappy
01/05/2019	New House Surgery	Phlebotomy	Had blood taken. Didn't feel a thing. No bruise what so ever. Cheerful nurse.
01/05/2019	New House Surgery	Physio	I found the physio extremely thorough and very helpful unlike some (not all) of the doctors at new house.
01/05/2019	New House Surgery	Physio	Efficient, understanding, explained well.
01/05/2019	New House Surgery	Physio	Good appointment system and extra services offered like muscular skeletal specialist
01/05/2019	New House Surgery	Physio	Call back from Receptionist to give me a cancellation and great muscular skeletal practioner.
01/05/2019	New House Surgery	Consultation	Service is good and staff are professional. GP listen to concerns and deliver effective care.
01/05/2019	Hillside Surgery	Consultation	It was my first visit and the Doctor was wonderful, very kind and understanding.The reception staff were also very welcoming and pleasant.
01/05/2019	New House Surgery	Consultation	Good service
02/05/2019	Hillside Surgery	Consultation	Very good surgery
02/05/2019	New House Surgery	Consultation	her again I am afraid.
02/05/2019	New House Surgery	Consultation	Its a nice old fashioned surgery .
02/05/2019	New House Surgery	Consultation	Quick availability for an appointment
02/05/2019	Hillside Surgery	Consultation	Friendly atmosphere on entering and waiting- on time - doctor very nice - what more could you ask for.
02/05/2019	Hillside Surgery	Consultation	Excellent service
02/05/2019	New House Surgery	Consultation	Receptionist was very helpful and kind and solved all my queries. I wish it would be like that in all institutions.
02/05/2019	Riverbank Surgery	Consultation	Outside Tom Guilder being the best GP I have ever come across to, booking an appointment has never been a problem. Love this surgery,
02/05/2019	New House Surgery	Consultation	My experience is always helpful staff and Drs
02/05/2019	Riverbank Surgery	Consultation	Have always received friendly and efficient service and help from all at the practice
02/05/2019	New House Surgery	Consultation	I was able to get an appointment same day. Doctor was very helpfull and I was seen on time.
02/05/2019	New House Surgery	Consultation	Appointment was on time and satisfied what I required.
02/05/2019	New House Surgery	Consultation	Always manage to get an appointment and lovely to see dr loveless back.
02/05/2019	New House Surgery	Consultation	ervice, friendly and knowledgeable staff and very easy to book appointments. I would definitely recommend! :)
02/05/2019	New House Surgery	Consultation	Caring and understanding service from the doctor
02/05/2019	New House Surgery	Consultation	As Dr Allfrey was so very good with my 9yr old
02/05/2019	New House Surgery	Consultation	Efficient on line booking & appointment to time. Follow up procedure sorted quickly.
02/05/2019	New House Surgery	Consultation	Because you understood my requirements
03/05/2019	Riverbank Surgery	Phlebotomy	Best medical practice in surrey
03/05/2019	Hillside Surgery	Consultation	All staff are brilliant - helpful friendly approachable - make patient feel valued :)
03/05/2019	Hillside Surgery	Consultation	I did
03/05/2019	New House Surgery	Consultation	The doctors attitude inspired confidence
03/05/2019	New House Surgery	Nurse	Because it's an efficient service and the staff are always helpful.
03/05/2019	Riverbank Surgery	Phlebotomy	all fine
03/05/2019	Hillside Surgery	Consultation	Kind and helpful
03/05/2019	New House Surgery	Nurse	I had good attention
03/05/2019	Riverbank Surgery	Consultation	Quick, efficient service.
03/05/2019	New House Surgery	Nurse	Friendly and professional
03/05/2019	Riverbank Surgery	Consultation	I was able to get an appt. with no fuss and Dr.Guilder takes time with you. It is a friendly efficient surgery.
03/05/2019	New House Surgery	Nurse	I'm not convinced that the interface between the on-line system, email facilities and the administration staff act ually works
03/05/2019	Riverbank Surgery	Consultation	I needed an appointment for a 5 year before the bank holiday weekend, which was no problem when booked at 10am the same day. Very polite and efficient re
03/05/2019	New House Surgery	Consultation	I have been very satisfied
03/05/2019	Hillside Surgery	Nurse	Everyone friendly and efficient ...
03/05/2019	Riverbank Surgery	Phlebotomy	Very accommodating receptionist - and Dr Guilder is excellent and will be greatly missed.
03/05/2019	Riverbank Surgery	Phlebotomy	Everyone was friendly and helpful.
03/05/2019	Riverbank Surgery	Consultation	So sorry - I misread the ratings and meant to rate it 1. Can I correct it now?

03/05/2019	New House Surgery	Consultation	Addressed, v. courteously, my issues & arranged follow ups, inc. blood test done later that morning - a fortuitous slot but excellent for me! Very pleased.
03/05/2019	New House Surgery	Nurse	Great service and learnt why slightly high blood pressure is of concern.
07/05/2019	Hillside Surgery	Phlebotomy	Because i received the treatment i needed
07/05/2019	Hillside Surgery	Phlebotomy	Punctual friendly service
07/05/2019	Riverbank Surgery	Nurse	Very lovely efficient pleasant nurse and staff very helpful
07/05/2019	New House Surgery	Consultation	Easy to book. Pleasant reception staff. Knowledgeable doctor who put me at ease.
07/05/2019	New House Surgery	Consultation	caring competent and compassionate Doctor
07/05/2019	New House Surgery	Consultation	Appmt on time. Pleasent manner. Clear explanation.
07/05/2019	New House Surgery	Consultation	dition, most of the receptionists and nurses are really lovely too.
08/05/2019	New House Surgery	Phlebotomy	Staff and doctors are always pleasant and very helpful
08/05/2019	New House Surgery	Phlebotomy	The nurse was great an my appointment was on time thanku
08/05/2019	Riverbank Surgery	Consultation	Because Doctor Tom and this team are brilliant.We consider ourselves extremely lucky to have a doctor and surgery like ours.
08/05/2019	New House Surgery	Phlebotomy	I was reminded about my appointment the day before. It was easy to register on arrival and the nurse was extremely efficient in taking my blood sample.
08/05/2019	New House Surgery	Phlebotomy	I do not like phone surveys which dictate what I can reply and do not ask me to say what I want to say in freeform writing.
08/05/2019	New House Surgery	Consultation	Pleasant efficient
08/05/2019	New House Surgery	Consultation	No delays
08/05/2019	Hillside Surgery	Nurse	Very friendly and helpful
09/05/2019	New House Surgery	Nurse	Reception staff friendly and efficient. Nurse excellent
09/05/2019	New House Surgery	Consultation	Prompt efficient service dr and receptionist
09/05/2019	New House Surgery	Consultation	The doctor was friendly, helpful and quick
09/05/2019	New House Surgery	Consultation	Have always received a great service from the practice.
09/05/2019	Riverbank Surgery	Consultation	Have always got a appointment when I need one, Dr guilder has been my doctor for 30years and was very nice to see him back
09/05/2019	New House Surgery	Consultation	Dr Beattie listened carefully to what I had to say. He understood and made me feel like I was not just making a fuss.
09/05/2019	New House Surgery	Consultation	Excellent doctor.However, please sort the parking out and put cones along the side wall to stop people parking. It is stressful and difficult to park wi
09/05/2019	New House Surgery	Consultation	I'm very satisfied with the treatment I have had from the Doctors and Nurses at the practice.
10/05/2019	Hillside Surgery	Consultation	Efficient and pleasant from all staff
10/05/2019	Riverbank Surgery	Phlebotomy	Lovely staff and very efficient but surgery difficult to find
10/05/2019	Riverbank Surgery	Consultation	Tom is just a great doctor...shame he's leaving
10/05/2019	New House Surgery	Nurse	Helpful advice from your staff.
10/05/2019	Hillside Surgery	Consultation	Since susie has left there is a lack of empathy. I think the mix is wrong with admin
10/05/2019	New House Surgery	Consultation	Excellent service all round.
10/05/2019	Riverbank Surgery	Phlebotomy	Yes, very prompt timing and very efficient and nice nurse. Thanks
10/05/2019	Hillside Surgery	Consultation	Yes I can it's simply because i and my wife have always had prompt treatment and very pleasant people dealing with us .
10/05/2019	New House Surgery	Consultation	As always, good service in all your departments
10/05/2019	Hillside Surgery	Consultation	Excellent reception staff x
10/05/2019	New House Surgery	Consultation	It's a generous surgery. All staff and doctors are like one family. Helping hand.
10/05/2019	New House Surgery	Consultation	Because it's the best Practice in Dorking
10/05/2019	New House Surgery	Consultation	Great service
10/05/2019	New House Surgery	Consultation	Same as last time !
10/05/2019	New House Surgery	Nurse	Nice staff. On time. Room to park. Correct treatment.
10/05/2019	Riverbank Surgery	Consultation	Because the team there are friendly and helpful, and Tom Guilder is a model GP.
13/05/2019	New House Surgery	Physio	I can always get appointments when needed, surgeries generally seem to run on time!
13/05/2019	Riverbank Surgery	Nurse	Service great, but late going in!
13/05/2019	New House Surgery	Phlebotomy	On time. Helpful information. Friendly service.
13/05/2019	New House Surgery	Phlebotomy	Quick efficient friendly

13/05/2019	New House Surgery	Consultation	The doctor listened sympathetically and responded efficiently with a suggested course of action.
13/05/2019	New House Surgery	Consultation	Dr listened carefully to my problem, clarified matters and was reas
13/05/2019	New House Surgery	Consultation	he GO follow up as nothing offered online
13/05/2019	New House Surgery	Consultation	Logic and repetition avoidance
13/05/2019	Hillside Surgery	Consultation	Receptionists good . doctor understanding and sympathetic to the patients needs
13/05/2019	New House Surgery	Consultation	Very efficient Receptionists and doctors are really professional and nice.
13/05/2019	New House Surgery	Consultation	Because Dr Allfrey always goes above and beyond. I can not recommend him highly enough
13/05/2019	Hillside Surgery	Consultation	Because of Dr Anil Dhoul. He has got to be one of the best, kindest most emphatic doctors I have ever met, and I know he isn't dismissive of my problems
13/05/2019	New House Surgery	Consultation	Very friendly and efficient receptionist. Fantastic GP who was through and friendly
13/05/2019	Hillside Surgery	Consultation	Everyone was very friendly and helpful
13/05/2019	New House Surgery	Consultation	so she could go for lunch.
13/05/2019	New House Surgery	Consultation	Quick and easy as turned out I can self refer regarding my hearing problem
13/05/2019	Riverbank Surgery	Consultation	almost 20 mins waiting
13/05/2019	New House Surgery	Nurse	Because the staff are friendly helpful and polite
13/05/2019	New House Surgery	Consultation	Because I have always had a v good and considerate treatment when needed x
13/05/2019	Hillside Surgery	Consultation	e receptionist was very nice and said IMustCome in and get it loo
14/05/2019	New House Surgery	Nurse	Very thorough instructions given to me and all of my questions were answered fully
14/05/2019	Hillside Surgery	Phlebotomy	The service at surgery is very professional, polite and friendly.
14/05/2019	Hillside Surgery	Phlebotomy	Lovely friendly staff.
14/05/2019	Hillside Surgery	Consultation	Always efficient & friendly service
14/05/2019	New House Surgery	Nurse	I phoned yesterday and was given an appointment for a jab first thing this morning
14/05/2019	Hillside Surgery	Consultation	Very pleasant doctor. Excellent listening skills. Not rushed. Reassured. Given options.
14/05/2019	Riverbank Surgery	Consultation	Because the service is excellent all round
14/05/2019	Hillside Surgery	Phlebotomy	is excellent service. Thankyou
14/05/2019	Hillside Surgery	Phlebotomy	Why not, your nice people
14/05/2019	New House Surgery	Nurse	Reply 2. I have been a patient in the practice for many years and have always been pleased with the treatment.
14/05/2019	Riverbank Surgery	Consultation	Excellent service
14/05/2019	New House Surgery	Nurse	Receptionists were pleasant on arrival my appointment was on time I came away feeling positive in fact everything was good
14/05/2019	New House Surgery	Commuter Clinic	Efficient. Humour. Empathy. Conversation.
14/05/2019	New House Surgery	Nurse	Ease of booking that particular appointment, letter sent to remind me to book it and seen promptly on the day.
14/05/2019	New House Surgery	Nurse	Wasn't a long wait, nurse was efficient, friendly, all good
15/05/2019	New House Surgery	Nurse	I am a new patient and came for a new patient check. I had the first appointment of the day at 8.10am. Upon arrival I took outside the nurses treatment r
15/05/2019	Riverbank Surgery	Consultation	Appointment on the day. Matter dealt with quickly and as necessary
15/05/2019	New House Surgery	Physio	Claire listened well. She also gave me a thorough check & very clear advice on what to do/not do over the next few weeks to speed my recovery.
15/05/2019	New House Surgery	Consultation	BECAUSE. MY. APPOINTMENT. WAS. AT. 09.30 AM. AND. SO. THE. DOCTOR. AT. 09.45. I. BEEN. THERE. ON. TIME.
15/05/2019	New House Surgery	Nurse	Friendly and helpful staff and brilliant nurses
15/05/2019	Hillside Surgery	Consultation	excellent staff
15/05/2019	Hillside Surgery	Nurse	My appointment was on time I was dealt with in a very pleasant efficient and professional manner thank you.
15/05/2019	New House Surgery	Consultation	Dr Trubshaw did a very good job of referring me to St George's Hospital Tooting to have my cycle accident facial injury dealt with. I arrived at the hosp
15/05/2019	Riverbank Surgery	Consultation	The location in Westcott is convenient and the service is excellent
16/05/2019	New House Surgery	Consultation	Very informative and patient centred discussion
16/05/2019	Hillside Surgery	Consultation	Great doctor no pressure & helpfull nice desk staff:
16/05/2019	Riverbank Surgery	Consultation	I feel I'm being listened to unlike at other surgeries
16/05/2019	New House Surgery	Consultation	The gp my son saw today was very good
16/05/2019	Hillside Surgery	Consultation	Good service allround
16/05/2019	Riverbank Surgery	Consultation	Very helpful doctor, receptionist and pharmacy. And prompt appointment with the hospital (re my visit to see Dr Guilder this morning) Thx v much
16/05/2019	New House Surgery	Consultation	Doctor put me very much at

16/05/2019	New House Surgery	Consultation	I am always treated with great care and courtesy
16/05/2019	New House Surgery	Consultation	Friendly approachable doctor. Easy appointment system.
16/05/2019	New House Surgery	Consultation	Dr Julian Allfrey is so kind. A human being first and a doctor second. I don't feel an object when I see him which so many other doctors can make me feel
16/05/2019	New House Surgery	Consultation	The Doctor and reception staff were very kind and professional,I arrived ten minutes early but as appointments were running late I had to wait 40 minute
16/05/2019	New House Surgery	Consultation	The service is good and friendly, but when phoning, the length of time one has to wait to join the queue, listening to the same 'helpful advice' each tim
17/05/2019	Riverbank Surgery	Consultation	Tom is ever so caring and thorough. The reception staff are responsive and helpful.
17/05/2019	Hillside Surgery	Consultation	Staff efficient but not always friendly. Could do with a self service system to check in.
17/05/2019	Hillside Surgery	Nurse	Could not fault treatment given. Went over and above basic care.
17/05/2019	New House Surgery	Nurse	Two
17/05/2019	New House Surgery	Consultation	Both the doctor and nurse were lovely and we appreciate the time they took looking after our little twins. Thanks again
17/05/2019	New House Surgery	Nurse	The nurse was brilliant.
17/05/2019	New House Surgery	Nurse	Been very helpful recently over my back
17/05/2019	Riverbank Surgery	Consultation	Dr Thomas was amazing. Extremely helpful. I was very satisfied and got all the answers I needed.
17/05/2019	New House Surgery	Nurse	f i was that late for my appointment mine would of been cancelled and I would of been sent home.
20/05/2019	Hillside Surgery	Nurse	Great doctors nurses receptionist lucky to have them
20/05/2019	Hillside Surgery	Consultation	Great surgery. Good staff and doctors. Pleasant location. Easy parking. Keep up the good work. Ray Styles.
20/05/2019	New House Surgery	Consultation	sympathetic and helpful Dr,
20/05/2019	Hillside Surgery	Consultation	Friendly efficient service.
20/05/2019	New House Surgery	Consultation	Easy to arrange appointment online and my issue was sorted professionally by the doctor
20/05/2019	New House Surgery	Consultation	I was able to get an appointment on the day that I rang and the GP that I saw was extremely helpful and caring to the sensitive issue I was there for.
21/05/2019	Riverbank Surgery	Consultation	Excellent service ,well organised and all done with a smile.
21/05/2019	New House Surgery	Consultation	I got an appointment very quickly
21/05/2019	New House Surgery	Consultation	Online services
21/05/2019	Hillside Surgery	Consultation	Good advice, helpful prescription, letter explaining my swollen face for flying. Very grateful.
21/05/2019	New House Surgery	Nurse	Because you always do your very best
21/05/2019	Riverbank Surgery	Consultation	Tom is an awesome.
21/05/2019	New House Surgery	Consultation	An all round excellent service.
22/05/2019	Riverbank Surgery	Nurse	Doctor Guilder, the Nurse and Staff are always efficient, kind and helpful.
22/05/2019	Riverbank Surgery	Consultation	Good service in a courteous understanding atmosphere
22/05/2019	New House Surgery	Phlebotomy	Efficient and on time.
22/05/2019	New House Surgery	Consultation	Courteous and punctual, with very professional treatment.
22/05/2019	New House Surgery	Phlebotomy	I was seen on time and the nurse was extremely friendly and efficient
22/05/2019	New House Surgery	Consultation	Too too long and doctor seemed moody you don't need that when you are worried makes you want to give up on life.
22/05/2019	Hillside Surgery	Nurse	Caring nurse always & pleasant receptionists.
22/05/2019	New House Surgery	Midwife	ood test to screen for diabetes.
22/05/2019	New House Surgery	Phlebotomy	Service was on time well executed & cheerfully performed
22/05/2019	New House Surgery	Physio	Clare Wood was very helpful and spent time with me to really find out the source and reason for my pain.
22/05/2019	New House Surgery	Physio	Clare was particularly attentive and caring. She established the problem and is referring me for physio.
22/05/2019	New House Surgery	Nurse	Nurse was kind and explained everything well, put me at ease. Thanks!
22/05/2019	New House Surgery	Phlebotomy	The nurse I saw was lovely
22/05/2019	Riverbank Surgery	Nurse	Great timekeeping and super service
22/05/2019	New House Surgery	Consultation	I think the staff were professional - the doc knew what they were doing and the nurse was so kind
22/05/2019	New House Surgery	Consultation	Dr dhoul, very helpful and understanding.
22/05/2019	New House Surgery	Consultation	Surgery always very accommodating, doctors and midwife very pleasant and supportive, reception staff very helpful.
23/05/2019	New House Surgery	Consultation	Dr Roxane was lovely, explained things well at a level I could understand without going all medical. She gave advice on what we could do next, she didn't

23/05/2019	New House Surgery	Consultation	Very kind sympathetic doctor.
23/05/2019	New House Surgery	Consultation	Good service from the GP
23/05/2019	New House Surgery	Nurse	I have had no problems so hence the rating
23/05/2019	New House Surgery	Consultation	Friendly, empathetic and professional
23/05/2019	Riverbank Surgery	Consultation	Pleasant helpful doctor and receptionist.
24/05/2019	Riverbank Surgery	Consultation	Great team and a feeling of genuine care given
24/05/2019	New House Surgery	Nurse	Great nurse quick and efficient
24/05/2019	Riverbank Surgery	Phlebotomy	Always excellent service and support. Thank you.
24/05/2019	New House Surgery	Nurse	Because the help offered is correct and given with a smile
24/05/2019	New House Surgery	Nurse	All good drs nurses up there nothing they wouldn't do for u
24/05/2019	New House Surgery	Consultation	I was able to make an appointment online two hours later for the acute condition I was suffering from. Dr Loveless was kind and extremely helpful.
28/05/2019	New House Surgery	Nurse	Friendly and efficient
28/05/2019	Hillside Surgery	Consultation	My doctor today was excellent
28/05/2019	Riverbank Surgery	Consultation	First class efficient & caring one - stop surgery.
28/05/2019	New House Surgery	Consultation	Sorry I meant to text 1 extremely likely
28/05/2019	New House Surgery	Consultation	Good service
28/05/2019	Hillside Surgery	Consultation	informative and reassuring.
28/05/2019	Hillside Surgery	Consultation	Dr Roxane Daemi is the loveliest GP I have ever met. She was very professional, emphatic and helpful. I felt so much better knowing the cause of my pain.
29/05/2019	New House Surgery	Nurse	The nurse was very helpful, went for a blood test and she took blood pressure and spoke to doctor as was high. Went the extra to help me
29/05/2019	New House Surgery	Consultation	I am normally a huge fan of new house surgery and regularly give good reviews, but today the doctor was disinterested and gave minimal information, also
29/05/2019	Hillside Surgery	Consultation	When calling to book appt . Not given time to explain anything. Some of the receptionist are rather rude.
29/05/2019	New House Surgery	Nurse	What can I say, she was great. Professional and kind and I can't find my words to describe her properly.
29/05/2019	Riverbank Surgery	Consultation	Always give time and care
29/05/2019	Hillside Surgery	Consultation	Easy to book the appointment, no delay at appointment and great doctor - thank you
29/05/2019	New House Surgery	Nurse	Very understanding nurse who took blood.
29/05/2019	New House Surgery	Nurse	Speedy treatment, at appointed time and nurse was very friendly and informative about the required inoculations
29/05/2019	New House Surgery	Consultation	There allways seem to be a nice atmosphereand the doctor was very Caring .
29/05/2019	Hillside Surgery	Nurse	Very pleasant and competent staff
30/05/2019	New House Surgery	Nurse	Lovely receptionists today But appointments hard to get ..
30/05/2019	New House Surgery	Nurse	Mistakes were made with booking my appointment and I do feel that the surgery has lost its "personal touch" I just feel like a statistic in "a system " n
30/05/2019	New House Surgery	Consultation	Short wait but that's fine then thorough examination and explanation by Dr Alfrey.
30/05/2019	New House Surgery	Nurse	All the staff are so ??
30/05/2019	New House Surgery	Pharmacist	Always helpful staff, GP's who listen
30/05/2019	New House Surgery	Consultation	Was seen promptly and was happy with consultation
30/05/2019	New House Surgery	Consultation	Very professional and didn't seem as I was on a time slot.And was g
30/05/2019	Riverbank Surgery	Consultation	I have been a patient of riverbank for many years and have been well looked after
30/05/2019	New House Surgery	Consultation	Always helpful and supportive
30/05/2019	New House Surgery	Consultation	Dr Konstantinou the GP I saw is really excellent & provides a very relaxing but very efficient consultation, listens, advises and straight to the point i
31/05/2019	New House Surgery	Consultation	The surgery always takes very good care of me
31/05/2019	Riverbank Surgery	Phlebotomy	Everyone I interacted with in the practice was super friendly. No waiting time for my appointment at all and the nurse who took the blood test was very s
31/05/2019	Riverbank Surgery	Phlebotomy	Because you always look after me.
31/05/2019	Riverbank Surgery	Phlebotomy	You are always helpful and pretty ??
31/05/2019	New House Surgery	Nurse	Nurse was lovely and really informative. Thank you.
31/05/2019	Riverbank Surgery	Phlebotomy	Efficient
31/05/2019	Riverbank Surgery	Consultation	Dr tom Guilder listens and gives great advice. You always feel you've been looked after

31/05/2019	Riverbank Surgery	Consultation	Staff are competent and efficient.
MJog Responses for April 2019			
Dates	Site	Department	Response
01/04/2019	New House Surgery	Consultation	Easy to see a doctor on this occasion.
01/04/2019	New House Surgery	Phlebotomy	I was seen quickly, the practitioner who took my blood sample was cheerful and did a great job. Put in under 5 mins without being rushed. Good informatio
01/04/2019	New House Surgery	Phlebotomy	Lovely nurse, painless blood test
01/04/2019	Hillside Surgery	Consultation	Very friendly receptionist and lovely doctors.
01/04/2019	New House Surgery	Nurse	Because there is always a help and friendly air 90 % of the time
01/04/2019	Riverbank Surgery	Consultation	I JUST DID!. IT TAKES TIME TO BUILD UP TRUST. THE GP'S ARE NEW. I WAIT TO SEE IF THE TREATMENT IS EFFECTIVE BEFORE PASSING JUDGEMENT.
01/04/2019	New House Surgery	Physio	Having a physio at the practice is a great benefit and she was really helpful
01/04/2019	Hillside Surgery	Consultation	Every time you see me you sort the problem out
01/04/2019	Riverbank Surgery	Consultation	Staff always friendly & helpful; very personable doctors makes it feel like a community here. Can generally get an appointment within the same week so yo
01/04/2019	New House Surgery	Consultation	I've always had excellent service thank you
01/04/2019	New House Surgery	Nurse	Yes the lack of full time doctors. Lack of continuity
01/04/2019	New House Surgery	Consultation	All the Doctors and staff have been very helpful and friendly
01/04/2019	New House Surgery	Nurse	I feel that everyone has gone out of their way with my treatment. This has renewed my confidence. Thanks to all concerned.
01/04/2019	New House Surgery	Nurse	Very Satisfied with the young Doctor I saw and the young Nurse who removed my stitches.
01/04/2019	New House Surgery	Consultation	Currently waiting for practice manager to call me.
01/04/2019	New House Surgery	Session	Because I've never had any issues getting an appointment and the Doctors are swift to prescribe a positive course of action such as hospital or speciali
02/04/2019	New House Surgery	Consultation	Receptionist very helpful. Drs make it easy to talk to them.
02/04/2019	New House Surgery	Nurse	Very pleasant nurse, pain free blood test!
02/04/2019	Hillside Surgery	Phlebotomy	I just thought it was quite a homely surgery , everyone seems to be very helpful.
02/04/2019	New House Surgery	Consultation	Appointment on time, waiting room pleasant. GP welcoming and understanding, a good listener and advice clear and appropriate
02/04/2019	Riverbank Surgery	Consultation	Brilliant surgery. Friendly, professional staff. We are very lucky!
02/04/2019	New House Surgery	Consultation	Because everyone is always so very helpful & obliging. Plus i never have to wait for a month of Sundays for an appointment!!
02/04/2019	New House Surgery	Consultation	Very good medical care
02/04/2019	Riverbank Surgery	Consultation	Individualised care from a named dr who we know and trust
02/04/2019	New House Surgery	Consultation	Sympathetic Doctor, ordered lots of tests, reassuring me she was being cautious, she listened to my concerns..Everything one wants in a GP..
02/04/2019	New House Surgery	Consultation	Doctor listened to my problem and I felt that she was confident in the remedy she gave me. So far it seems to work
02/04/2019	New House Surgery	Consultation	Very good treatment and service provided. Thank you.
02/04/2019	New House Surgery	Nurse	Very good professional care and advice, convenient time, waiting room a little shabby.
03/04/2019	New House Surgery	Phlebotomy	Good friendly service
03/04/2019	New House Surgery	Phlebotomy	Always find the staff & doctor's very helpful & professional.
03/04/2019	New House Surgery	Phlebotomy	It was a great, prompt and professional service
03/04/2019	New House Surgery	Physio	I had an appointment on time and very helpful guidance and advice for my problem.
03/04/2019	New House Surgery	Physio	Very efficient and great online booking system
03/04/2019	New House Surgery	Consultation	The doctors are great. I scored a 2 as I find it a nightmare getting an appointment in advance of having to phone up on the day to try and get one. I hav
03/04/2019	New House Surgery	Consultation	Not a helpful appointment left feeling worse than when I arrived and slightly patronised
03/04/2019	New House Surgery	Consultation	I phoned for test results and then saw doctor. Both of them were extremely helpful and kind.
03/04/2019	New House Surgery	Diabetes Clinic	Good system
04/04/2019	New House Surgery	Consultation	Staff at reception were very helpful this morning and doctor listened and has sorted tests.
04/04/2019	Riverbank Surgery	Consultation	Service is efficient and the GP is great.
04/04/2019	New House Surgery	Pharmacist	The pharmacists we saw today was very good and really put you at ease
04/04/2019	New House Surgery	Consultation	Very helpful doctor and gave good clear advice
05/04/2019	New House Surgery	Consultation	My appt was for 9am. I arrived in plenty of time. The GP arrived at the surgery around 9.06am. I was seen around 9.10am, first appt of the day already 10
05/04/2019	New House Surgery	Consultation	The doctor I saw dealt with my problems with consideration and will deal with the requests that had .She is sensitive and explains things clearly.

05/04/2019	New House Surgery	Consultation	Very helpful receptionist initially providing me with an appointment to see a doctor of my choice and at a time to suit me . Clear professional assessments
05/04/2019	Hillside Surgery	Consultation	Friendly, efficient & helpful service
05/04/2019	New House Surgery	Consultation	Very friendly and helpful, they take time with everyone
05/04/2019	Riverbank Surgery	Consultation	Firstly Dr. Guilder, then all his friendly and helpful co workers that make you feel you are not just a number.
05/04/2019	New House Surgery	Consultation	New queue system when calling on the day a huge improvement
05/04/2019	New House Surgery	Pharmacist	Saw Pharmacist re medication who readily answered my query and saved having to see doctor.
08/04/2019	New House Surgery	Consultation	Because your worth it.
08/04/2019	Hillside Surgery	Consultation	First class service and back up
08/04/2019	Hillside Surgery	Consultation	Because there is nothing to much trouble they are just great.
08/04/2019	Hillside Surgery	Nurse	Doctors and receptionists very helpful and friendly.
08/04/2019	New House Surgery	Phlebotomy	Nurse polite, prompt and professional
08/04/2019	New House Surgery	Consultation	Got a same day appointment and was delt with promptly and fairly
08/04/2019	New House Surgery	Consultation	Quick, efficient and professional. I only phoned in at 8 this morning and by midday, I'd had a consultation, picked up my prescription and had a blood te
08/04/2019	New House Surgery	Consultation	Short wait & very helpful empathetic GP consultation
08/04/2019	New House Surgery	Consultation	Good consultation with Dr and well considered before prescription given for new medication.
08/04/2019	New House Surgery	Nurse	Caring, professional, knowledgeable, feel in safe hands
08/04/2019	New House Surgery	Nurse	I had a really good experience today getting my cervical screen test done, but have previously had not very useful appointments about other issues
08/04/2019	Riverbank Surgery	Consultation	All very welcoming, friendly & helpful.
09/04/2019	Hillside Surgery	Phlebotomy	Very professional staff.
09/04/2019	New House Surgery	Nurse	Quick, efficient, positive and non judgemental.
09/04/2019	Hillside Surgery	Consultation	Dr Lovelace listened carefully, had read my latest information beforehand and was clear and helpful with his diagnosis.
09/04/2019	Hillside Surgery	Phlebotomy	Friendly staff, always very satisfied.
09/04/2019	New House Surgery	Nurse	My appointment was on time and the nurse that gave the B12 injection and took blood was excellent.
10/04/2019	New House Surgery	Physio	Very helpful and easy to talk to.
10/04/2019	New House Surgery	Phlebotomy	They are all very helpfull
10/04/2019	Hillside Surgery	Consultation	Friendly helpful advice
10/04/2019	New House Surgery	Consultation	ys aren't specialists or knowledgeable they just shrug unhelpfully and pass you on.
10/04/2019	Hillside Surgery	Nurse	Efficient polite and practical service
11/04/2019	New House Surgery	Consultation	Good service a very helpful G.P
11/04/2019	New House Surgery	Nurse	Great service, a wonderful nurse that I saw today.
11/04/2019	New House Surgery	Consultation	Receptionist polite.Got an appointment on the same day.Doctor efficient and sent me for further tests. Also got a follow up appointment with Doctor on ti
11/04/2019	Riverbank Surgery	Consultation	Because staff at surgery are lovely people, i can get 2c my doctor when i need + get my prescriptions...
11/04/2019	Riverbank Surgery	Consultation	Dr guilder is always excellent
11/04/2019	Riverbank Surgery	Consultation	conversations are based on prior knowledge. It's a really good surgery.
11/04/2019	Hillside Surgery	Consultation	Great attention to detail. Cheers JC
11/04/2019	New House Surgery	Consultation	Staff were friendly, clean tidy environment and seen on time by a welcoming, professional doctor.
11/04/2019	New House Surgery	Consultation	Great local surgery
11/04/2019	Riverbank Surgery	Consultation	Because I saw Dr Guilder after months of trying to get an appointment. The old staff were much better
11/04/2019	New House Surgery	Consultation	Saw a new doctor who was very helpful.
12/04/2019	New House Surgery	Consultation	Always provides great service
12/04/2019	New House Surgery	Consultation	Easy to get an appointment. Pleasant facility. Caring staff
12/04/2019	Riverbank Surgery	Consultation	The service from all the staff is excellent.
12/04/2019	New House Surgery	Nurse	ally pleasant, explained everything, and provided helpful advice to a question I had on a minor health query. Thank you.
12/04/2019	Riverbank Surgery	Phlebotomy	Had trouble finding the surgery as not my local one. Nurse was very pleasant.
15/04/2019	New House Surgery	Physio	Karen love is very good and pleasant. generally OK.

15/04/2019	Riverbank Surgery	Consultation	I was seen promptly, received excellent advice and suitable treatment/medicine.
15/04/2019	Hillside Surgery	Consultation	Never a problem all staff polite clean and bright surgery
15/04/2019	New House Surgery	Consultation	The doctors and the staff are all very pleasant and helpful. I have been with the surgery for over 30 years and would not consider changing
15/04/2019	Riverbank Surgery	Consultation	Phoned up for appointment at 9am and was offered one for 10.50 same day...great service
15/04/2019	New House Surgery	Phlebotomy	Helpful receptionist organising suitable appointment and nurse taking blood
15/04/2019	Hillside Surgery	Nurse	My family and friends live in Dorking and like to walk to the surgery.
15/04/2019	New House Surgery	Nurse	Friendly, efficient service from the practice nurse (cervical screening)
15/04/2019	New House Surgery	Consultation	Location of surgery, ability to get same day appointment on line with GP of my choice
15/04/2019	New House Surgery	Nurse	All of the staff was kind.
15/04/2019	New House Surgery	Consultation	Great service
15/04/2019	New House Surgery	Nurse	t if you need advice about minor issues. Thank you
15/04/2019	New House Surgery	Nurse	Always great survice
15/04/2019	New House Surgery	Consultation	Appointment given quickly but disappointed to be merely advised to take pain killers. That is treating symptoms not cause.
15/04/2019	New House Surgery	Phlebotomy	Prompt appointment friendly lady
16/04/2019	New House Surgery	Nurse	Gillian was professional and reassuring during quite a personal procedure. She took time to reassure me and made me feel as comfortable as possible.
16/04/2019	Hillside Surgery	Consultation	We always have good treatment from staff and Doctors
16/04/2019	New House Surgery	Nurse	I always get good service
16/04/2019	Riverbank Surgery	Consultation	Dr Tom Guilder is the best Doctor in the area
16/04/2019	New House Surgery	Consultation	I give that because it the first time I meet the doctor he was lovely in the way he talk to me an how he treat me an his help an he want to me come back
16/04/2019	Riverbank Surgery	Consultation	As always great service.. great GP...happy atmosphere.
16/04/2019	Riverbank Surgery	Consultation	Friendly, helpful reception. Dr Guilder known us for 14 years. Locum Drs been attentive.
16/04/2019	New House Surgery	Nurse	Because I was treated with cheerfulness and understanding.
16/04/2019	Riverbank Surgery	Nurse	The best surgery in the world. Friendly, efficient, caring, knowledgeable
16/04/2019	Hillside Surgery	Consultation	I am very impressed with doctor very thougher reception staff very polite
16/04/2019	Riverbank Surgery	Consultation	Tom always exceeds himself
			It as always been and remains a great surgery. Staff friendly and helpful and also reassuring. Tom will be sorely missed when he finally leaves. Regards
16/04/2019	New House Surgery	Consultation	Doctor should have followed up High blood pressure count and rebooked my daughter a week later for further checking
16/04/2019	New House Surgery	Nurse	I registered a few months ago but have been able to get appointments to fit round mr work schedule and everyone I have come across at the practice so far
17/04/2019	New House Surgery	Consultation	Even though I have to wait weeks to see that doctor i prefer to do that as he knows my history and has been working with me on a treatment plan
17/04/2019	New House Surgery	Phlebotomy	Friendly and efficient people
17/04/2019	Hillside Surgery	Nurse	Always helpful in dispensary
17/04/2019	Hillside Surgery	Consultation	Reception staff polite and friendly, GP polite, efficient and helpful. A wonderful service thank you
17/04/2019	New House Surgery	Consultation	Good Service
17/04/2019	Riverbank Surgery	Consultation	Always get seen on day and taken seriously
17/04/2019	New House Surgery	Physio	The physio was excellent and very helpful.
17/04/2019	New House Surgery	Consultation	Quick, efficient, friendly, professional, accurate, successful diagnosis
17/04/2019	New House Surgery	Phlebotomy	Easy to get that appointment and was seen on time.
17/04/2019	Hillside Surgery	Nurse	Very pleasant and competent staff
18/04/2019	New House Surgery	Consultation	Dr Beattie, really listens to his patients, and is very professional and understanding
18/04/2019	Hillside Surgery	Nurse	The staff is fantastic with children, they are friendly, effective and the nurse was amazing at giving jabs to little children.
18/04/2019	New House Surgery	Consultation	I got an appointment immediately. The doctor was excellent. Very thorough and very knowledgeable. Put my mind at rest
18/04/2019	New House Surgery	Consultation	An excellent doctor who gives tailored advice
18/04/2019	Riverbank Surgery	Consultation	Little waiting time Good service from counter staff Good friendly doctor
18/04/2019	New House Surgery	Nurse	Very professional and friendly.
18/04/2019	Riverbank Surgery	Consultation	Lovely doctor Tom Guilder and other staff especially Debbie

18/04/2019	New House Surgery	Pharmacist	Always a helpful group of doctors.
18/04/2019	New House Surgery	Consultation	I am always treated very well.
18/04/2019	Riverbank Surgery	Consultation	The receptionist, Debbie, was very pleasant and helpful and able to make my appointment for the same day. I saw our family doctor, Tom, who as usual was
18/04/2019	Riverbank Surgery	Consultation	Wonderful caring staff and a brilliant doctor in Dr Guilder
18/04/2019	New House Surgery	Consultation	I feel I was very fortunate to see Dr. Loveless who listened to my concerns regarding numbness in my face and possible diabetes. After a comprehensive ex
18/04/2019	New House Surgery	Consultation	A prompt, efficient & reassuring consultation by Dr.Loveless
23/04/2019	New House Surgery	Consultation	on entering her surgery one instantly feels reassured in the knowledge that when one leaves there is a solution & one will get better.
23/04/2019	New House Surgery	Consultation	I arranged an appointment, it was on time, the doctor listened, acted upon information given and from personal records, a blood test was arranged and boo
23/04/2019	Hillside Surgery	Consultation	Great service
23/04/2019	Hillside Surgery	Phlebotomy	The service was good, they let my have my blood test even though i was late
23/04/2019	Riverbank Surgery	Consultation	Dr Guilder is very caring
23/04/2019	New House Surgery	Consultation	Because you are all so caring and give so much of your time and listen to us. Thank you.
23/04/2019	New House Surgery	Nurse	Slightly long wait, but the nurse was really helpful.
23/04/2019	Riverbank Surgery	Consultation	Riverbank surgery is friendly with very helpful and professional staff
23/04/2019	New House Surgery	Consultation	Prompt courteous service
23/04/2019	New House Surgery	Nurse	Friendly and professional service.
24/04/2019	New House Surgery	Consultation	The service i recieved from seeing the doctor was good
24/04/2019	New House Surgery	Consultation	Never had a problem with New House Surgery. Met a new Gp this morning. Really friendly, interested, efficient and smiley.
24/04/2019	Hillside Surgery	Consultation	Quick and lovely doctor
24/04/2019	New House Surgery	Phlebotomy	Always find staff and doctors very helpful
24/04/2019	Riverbank Surgery	Consultation	Find the staff and Dr very good and most helpful
24/04/2019	New House Surgery	Physio	I was examined thoroughly and had my condition explained clearly and competently, but without any pretence of infallibility. Just right to inspire confidence!
24/04/2019	New House Surgery	Physio	Appointment ran to time, good advice given to help my painful knee
24/04/2019	Hillside Surgery	Consultation	Doctors very thorough and helpful.
24/04/2019	New House Surgery	Nurse	Appointment on time. Very pleasant nurse working ecg machine. Very efficient
24/04/2019	Riverbank Surgery	Consultation	That's easy, Tom Guilder!
24/04/2019	New House Surgery	Phlebotomy	Excellent all round.
24/04/2019	New House Surgery	Physio	really good rather than see a busy GP
24/04/2019	New House Surgery	Nurse	My shingles jab appointment was easily arranged at an earlier checkup and Mrs Ashley Dawson was very courteous and efficient.
24/04/2019	New House Surgery	Consultation	The doctor seemed wasn't inclusive towards someone with mental health conditions. I do work at A&E and seen exact same attitude someone sectioned. Mental
24/04/2019	New House Surgery	Consultation	I have recieved nothing but great care & service from the surgery.
24/04/2019	New House Surgery	Nurse	Ashley very professional, kind and efficient. Receptionist courteous.
24/04/2019	New House Surgery	Nurse	Nice nurse. Very knowledgeable.
25/04/2019	Hillside Surgery	Consultation	I can always get appointment on the day or a few days later.
25/04/2019	New House Surgery	Consultation	The doctor took his time to review carefully a complicated situation and was concerned that he gave the correct guidance
25/04/2019	New House Surgery	Nurse	Although I had quite a wait the practice nurse was helpful, informed and dealt with me quickly.
25/04/2019	New House Surgery	Consultation	Made a mistake initially and quickly amended to a 1. Staff and doctors always friendly and always come away getting the right treatment
25/04/2019	New House Surgery	Consultation	Excellent service, very understanding.
25/04/2019	Riverbank Surgery	Consultation	Good listening, V efficient, immediate referral for x-ray and friendly staff.
25/04/2019	New House Surgery	Consultation	We couldn't have had better treatment. Mother has a clear pathway going forward.
25/04/2019	New House Surgery	Pharmacist	Great appointment. Pharmacist knew his stuff & it was a positive experience. Thank you
25/04/2019	New House Surgery	Nurse	The nurse that changed my sons dressing was vey kind to him and extremely helpful
25/04/2019	New House Surgery	Consultation	Excellent doctor, very kind, listened and helped me. Thank you.
26/04/2019	New House Surgery	Nurse	Got appointment next day and nurse always puts you at ease.
26/04/2019	Riverbank Surgery	Consultation	Always helpful, polite and understanding.
26/04/2019	New House Surgery	Nurse	Nurses allways make you feel at ease .
26/04/2019	New House Surgery	Nurse	Very efficient and on time. Friendly and helpful staff.
26/04/2019	New House Surgery	Pharmacist	Everyone of the staff I encountered was very professional and extremely helpful.

26/04/2019	New House Surgery	Pharmacist	Great service and understanding. Excellent
26/04/2019	New House Surgery	Consultation	Good service
26/04/2019	New House Surgery	Consultation	I phoned last week to make an appointment and the receptionist was most helpful.
26/04/2019	New House Surgery	Consultation	All your receptionist try their hardest to help you as best they can .and the doctors always very nice and helpful
26/04/2019	New House Surgery	Consultation	The help from the reception lady when much needed. Thank you.
29/04/2019	New House Surgery	Consultation	I cannot get an appointment and I'm flexible !!
29/04/2019	New House Surgery	Physio	Having to wait two weeks for the appointment due to them only working certain days
29/04/2019	New House Surgery	Consultation	Good supportive doctor & receptionist.
29/04/2019	New House Surgery	Consultation	Always found it a good & efficient surgery.
29/04/2019	New House Surgery	Phlebotomy	I saw a nurse today to give blood before an appt' next week. I was seen exactly on time and Nurse Beattie was warm, welcoming, informative and efficient.
29/04/2019	Hillside Surgery	Consultation	Such a helpful and friendly place. Reception team and GP were great. Thank you
29/04/2019	Hillside Surgery	Consultation	Service is courteous and efficient
29/04/2019	Riverbank Surgery	Consultation	Very friendly helpful and polite
29/04/2019	New House Surgery	Consultation	I personally cannot fault New House Surgery. Staff are fantastic as are the doctors.
29/04/2019	Hillside Surgery	Consultation	The service is excellent ??
30/04/2019	New House Surgery	Consultation	My GP Dr Qureshi takes time to explain procedures and treatments and has a caring approach. I have confidence in her treatment.
30/04/2019	New House Surgery	Consultation	Able to book on day appointment and seen on time
30/04/2019	New House Surgery	Nurse	Nurse was very thorough and explained results clearly.
30/04/2019	New House Surgery	Consultation	Always good, ongoing, care.
30/04/2019	New House Surgery	Nurse	As always with my INR visits, I am dealt with in a friendly and professional manner. I have been coming to these appointments for over 5 years.
30/04/2019	New House Surgery	Consultation	Lovely surgery in every respect with great service.

MJog responses for March 2019

Dates	Site	Department	Response
01/03/2019	New House Surgery	Consultation	The Dr was very nice and professional. The receptionists are always excellent.
01/03/2019	Riverbank Surgery	Phlebotomy	Friendly reception. Dr knows us & surgery near by ie walkable. Refer on without hesitation if needs be.
01/03/2019	Hillside Surgery	Consultation	Great attention to detail.
01/03/2019	Riverbank Surgery	Phlebotomy	Brusk manner of receptionist
01/03/2019	Riverbank Surgery	Consultation	I really liked the Doctor my daughter saw. Very kind manner. Not always seen with doctors these days
01/03/2019	New House Surgery	Nurse	Nothing is to much for staff and doctors always very helpful and very friendly
01/03/2019	Riverbank Surgery	Phlebotomy	Because the surgery is very efficient, willing and friendly. Dr. Guilder is absolutely the best family GP ever, and because he takes an interest in the
01/03/2019	Riverbank Surgery	Consultation	Brilliant service ! I've emailed my thoughts . Excellent GP - what a lovely atmosphere!
01/03/2019	New House Surgery	Nurse	Friendly and helpful staff
01/03/2019	Hillside Surgery	Consultation	It's a very friendly set up with great doctors.
01/03/2019	New House Surgery	Consultation	Efficient booking, appointment only a few minutes late (as was !!), professional & friendly consultation
01/03/2019	New House Surgery	Pharmacist	Appointments are a long time away....
01/03/2019	New House Surgery	Nurse	Nurse was very kind with my boy and made him smile at the end.
01/03/2019	Riverbank Surgery	Phlebotomy	The quality of the service and attention to people is outstanding.
01/03/2019	New House Surgery	Nurse	I was very nervous about my appointment and the GP made me feel at ease and very comfortable
04/03/2019	Hillside Surgery	Nurse	Allway's good service
04/03/2019	Hillside Surgery	Consultation	The staff from reception to nurses to doctors always have time for patients
04/03/2019	New House Surgery	Physio	Told straight what was wrong with me and what I needed to do to rectify it.
04/03/2019	New House Surgery	Physio	I'm sorry I didn't know about that.I'm not from England
04/03/2019	New House Surgery	Phlebotomy	The lady was very friendly and helpful
04/03/2019	New House Surgery	Phlebotomy	It was a blood test and carried out fully professionally.
04/03/2019	New House Surgery	Phlebotomy	Because I am satisfied with the care I receive.
04/03/2019	Hillside Surgery	Nurse	Your Nurse Donna Harnett was welcoming professional but friendly and gave expert advice and efficient .. So pleased I have become a patient with the practice .
04/03/2019	New House Surgery	Nurse	Flexibility with appointments, helpful consultation, and good listening. Sorry my score should have been 1 not 5!
04/03/2019	New House Surgery	Nurse	Always 100% top class service

04/03/2019	New House Surgery	Consultation	All round excellence!
04/03/2019	New House Surgery	Diabetes Clinic	Very friendly and helpful staff
04/03/2019	Hillside Surgery	Nurse	Because the nurses are so nice
04/03/2019	New House Surgery	Consultation	The staff are all very welcoming, caring, professional and friendly.
04/03/2019	New House Surgery	Nurse	The asthma nurse has been very helpful & thorough. Reception staff also helpful & friendly.
04/03/2019	New House Surgery	Physio	Parlking problems
04/03/2019	New House Surgery	Consultation	expect and managed expectations.
05/03/2019	Hillside Surgery	Phlebotomy	Always caring staff & receptionists
05/03/2019	Hillside Surgery	Phlebotomy	Pleasant efficient service. Managed to get faster appointment than ones offered at Dorking surgery. Thank you.
05/03/2019	Hillside Surgery	Consultation	Receptionists and doctors are all so helpful and put you at ease.
05/03/2019	New House Surgery	Consultation	In the past, although there are some lovely reception staff, there
05/03/2019	Hillside Surgery	Phlebotomy	All very helpful
05/03/2019	New House Surgery	Consultation	is about his weigh and the GP doesn't have a baby scale... how come the GP doesn't have a scale for a baby to be weighed....
05/03/2019	New House Surgery	Session	Was very well treated today
05/03/2019	Hillside Surgery	Consultation	Daughter sick.....CPM French
05/03/2019	New House Surgery	Consultation	I have been having multiple problems and the doctors I have seen have been very supportive
06/03/2019	New House Surgery	Phlebotomy	Despite your failure to provide me with a batch prescription, I find you usually very helpful!
06/03/2019	Hillside Surgery	Consultation	Perfect receptionists! Answer the phone promptly, always appointment x
06/03/2019	New House Surgery	Consultation	Because as an emergency addition to the roster today I was immediately given Dr Alam to consult with (who was fabulous) and early on in the day , as wel
06/03/2019	Hillside Surgery	Consultation	A professional service from all the staff.
06/03/2019	New House Surgery	Physio	The physio was easy to talk to and very thorough. Gave me some exercises to try first.
06/03/2019	New House Surgery	Consultation	Really impressed that I could get an x ray at Dorking hospital the day I have seen the doctor
06/03/2019	Riverbank Surgery	Consultation	I' m so glad I chose Tom when we moved into the village over 14 years ago now. He's always so friendly and professional
06/03/2019	New House Surgery	Physio	I was seen promptly and my concern dealt with.
07/03/2019	New House Surgery	Nurse	Nice staff
07/03/2019	Riverbank Surgery	Consultation	For a small surgery with lots of patients they always find a way to fit you in!
07/03/2019	New House Surgery	Nurse	Quick, friendly and efficient appointments- thank you!
07/03/2019	New House Surgery	Consultation	Very competent service
07/03/2019	Riverbank Surgery	Consultation	Dr Guilder is a great Doctor.
07/03/2019	New House Surgery	Session	I always feel that the doctors genuinely are doing their best to resolve my problem
08/03/2019	New House Surgery	Consultation	My appointment was on time, the doctor was delightful, kind efficient & effective
08/03/2019	Riverbank Surgery	Phlebotomy	I gave that response because everybody there is thoughtful, courteous, helpful and respectful. If they don't know an answer to a question they will find out.
08/03/2019	Riverbank Surgery	Consultation	Doctor is really nice sympathetic and puts you at your ease whilst being very efficient. Rest of the staff are very friendly and helpful too
08/03/2019	Riverbank Surgery	Consultation	In a consultation with your GP when you feel very unwell, you need two things firstly that they listen to what your concerns and how you are feeling. Thi
08/03/2019	New House Surgery	Consultation	On each of my visits the standards have remained consistent.
08/03/2019	Riverbank Surgery	Consultation	It's an excellent surgery with great staff
11/03/2019	New House Surgery	Consultation	Staff and doctors always so helpful. Thank you all.
11/03/2019	Hillside Surgery	Nurse	All Staff and doctors and nurses are fantastic in eveyway looking after your health I would recommend them to anyone first class service everytime x
11/03/2019	New House Surgery	Phlebotomy	Mrs Chitty was very professional and efficient
11/03/2019	Hillside Surgery	Nurse	Friendly efficient service
11/03/2019	New House Surgery	Consultation	I had to wait 25 mins to be seen
11/03/2019	New House Surgery	Phlebotomy	People are always friendly and helpful and although I arrived early, the nurse actually called me in 20 minutes before my appointment time too.
11/03/2019	New House Surgery	Nurse	The nurse was good but we were kept waiting for 15mins before being seen- despite arriving on time for our appointment.
11/03/2019	Hillside Surgery	Consultation	Because Dr Dhoul is great and the receptionists are most helpful. Thanks for Hillside Surgery.
11/03/2019	New House Surgery	Consultation	Extremely helpful
11/03/2019	Hillside Surgery	Consultation	Everything is always very helpful and try to accommodate when you need an appointment
11/03/2019	New House Surgery	Nurse	Nurse was fantastic. Helpful proactive and empathetic

11/03/2019	New House Surgery	Consultation	Because although I had to call twice to get a sit and wait appointment for tonsillitis the receptionist was helpful and the gp dr peppiat abd assured me
11/03/2019	New House Surgery	Consultation	Lack of caring
12/03/2019	New House Surgery	Consultation	I feel you give us your undivided attention. I have a lot to thank you for.
12/03/2019	Hillside Surgery	Consultation	extremely helpfull to a completely new patient.
12/03/2019	New House Surgery	Nurse	Because I find it a friendly surgery,couldn't give a 1 because of the booking system.
12/03/2019	New House Surgery	Nurse	Consultation with nurse was on time and very informative
12/03/2019	New House Surgery	Nurse	Nurse was quick and efficient. Blood taken quickly and with no pain.
12/03/2019	New House Surgery	Commuter Clinic	Didn't have a long wait, gp listened and gave me time, and dealt with my problem, all good
12/03/2019	New House Surgery	Nurse	The nurse was kind, understanding, and informative
12/03/2019	New House Surgery	Session	My appointment was only a few minutes late, the doctor i saw was extremely nice and helpful, have no complaints about my visit
13/03/2019	New House Surgery	Consultation	Friendly staff, efficient appointment
13/03/2019	Hillside Surgery	Nurse	Always happy with my surgery...thank you
13/03/2019	New House Surgery	Consultation	Appointments are timely. All doctors and nurses listen to your concerns and act appropriately. Reception staff very helpful and polite.
13/03/2019	New House Surgery	Physio	V helpful session, sound advice on exercise methods
13/03/2019	New House Surgery	Consultation	Short wait, attentive doctor, thorough examination ??
13/03/2019	New House Surgery	Consultation	Very helpful Dr and staff.
13/03/2019	Hillside Surgery	Nurse	All ways very friendly and helpful .
13/03/2019	Hillside Surgery	Consultation	Because you give a great service and all the doctor and staff are all very kind. Please dont shut down.
13/03/2019	Hillside Surgery	Consultation	Gd staff receptionist nurses Dr all excellent clean surgery everyone helpful
13/03/2019	Hillside Surgery	Consultation	Excellent reception Doctors and nurses.
13/03/2019	Hillside Surgery	Consultation	Everyone is so friendly and helpful. Appointments are on time.
13/03/2019	New House Surgery	Diabetes Clinic	Great clinical staff.
13/03/2019	New House Surgery	Physio	Speedy and efficient and physiotherapist Clare was thorough and professional
14/03/2019	Hillside Surgery	Consultation	Because of the prompt service received following my appointment
14/03/2019	Hillside Surgery	Consultation	Able to get an appointment today and it was punctual .
14/03/2019	New House Surgery	Consultation	Polite and caring. ..
14/03/2019	New House Surgery	Consultation	Easy to book online. Friendly welcome by receptionists. Attentive doctor who said he would book procedure at hospital when he is there.
14/03/2019	Hillside Surgery	Consultation	The ladies behind the desk are so kind and thoughtful ! And doctors always seem willing to listen and help
14/03/2019	New House Surgery	Nurse	Problems with an arranged appointment that I attended when the nurse concerned was not working, so given another appointment later in week, most inconven
14/03/2019	New House Surgery	Consultation	Doctor was lovely. She was clear, concise, switched on and polite!
14/03/2019	New House Surgery	Consultation	Friendly caring staff.
14/03/2019	New House Surgery	Consultation	Excellent service, very good doctor. Very understanding.
14/03/2019	New House Surgery	Consultation	I've been with the surgery since childhood and now have children of my own and have always had a positive experience
14/03/2019	New House Surgery	Nurse	eks ago and now has been left with only a few days to make alternative arrangements. No help has been offered by yourselves which is not acceptable as t
14/03/2019	New House Surgery	Consultation	I usually see Dr Querishi if possible to me she is marvellous, but I saw Dr Loveless who was originally my Doctor before he retired and was very glad to
15/03/2019	New House Surgery	Consultation	Doctor I saw was excellent
15/03/2019	Riverbank Surgery	Consultation	Friendly staff, was on time, doctor sorted the problem straight away
15/03/2019	Hillside Surgery	Nurse	Staff pleasant & efficient. Appt.on time
15/03/2019	Riverbank Surgery	Consultation	Just so speedy, friendly and efficient
15/03/2019	Hillside Surgery	Nurse	Very professional and friendly
15/03/2019	Riverbank Surgery	Consultation	Nice competent Doctor great Receptionist
15/03/2019	New House Surgery	Nurse	Everybody was very kind and carefully. Thanks a lot.
15/03/2019	New House Surgery	Consultation	Sometimes the receptionists can be curt. I've never been rude but when I wanted to check if we had been logged for the sit and wait appointment (I did t
18/03/2019	New House Surgery	Consultation	My experience was good
18/03/2019	New House Surgery	Physio	I felt listened to.
18/03/2019	New House Surgery	Nurse	Friendly, professional. Efficient.
18/03/2019	New House Surgery	Consultation	I put '1' because I always find the doctors absolutely lovely!

18/03/2019	New House Surgery	Phlebotomy	Seen promptly and good advice given
18/03/2019	New House Surgery	Nurse	The nurse was very professional and put me at my ease.
18/03/2019	New House Surgery	Nurse	Ashley the nurse was professional, kind and understanding which was much appreciated as I was a nervous patient.
18/03/2019	New House Surgery	Consultation	I always get good response from drs especially dr qureshi she works so hard and has improved the practice
18/03/2019	New House Surgery	Nurse	Very helpful hrt consultation with the nurse. Many thanks.
18/03/2019	Hillside Surgery	Consultation	A very good response from receptionist and medical staff very professional.
19/03/2019	Hillside Surgery	Consultation	Helpful & friendly
19/03/2019	Hillside Surgery	Phlebotomy	Sorry no
19/03/2019	Riverbank Surgery	Consultation	Pleased with the service.
19/03/2019	New House Surgery	Consultation	Friendly doctor, quick and efficient
19/03/2019	Riverbank Surgery	Session	Always an excellent service. Happy retirement Tom.
19/03/2019	Hillside Surgery	Consultation	Because I had excellent service from my call to the receptionist through to the appointment & after care.
19/03/2019	Hillside Surgery	Consultation	Quick efficient examination, and fast order on prescription.All done in 30 minsGreat service.
19/03/2019	New House Surgery	Consultation	It is hard to get used to the mew system of getting an appointment
19/03/2019	New House Surgery	Session	The GP gave me his full attention (looking at me rather than the screen) and really listened and explained well. Good experience
19/03/2019	New House Surgery	Consultation	Saw locum doctor Dr Davis(?)today. Kind, listened, helpful, sympathetic, gave me time.
19/03/2019	Hillside Surgery	Consultation	Very professional, my mind put at ease instantly, thank you.
19/03/2019	New House Surgery	Nurse	Friendliness and thoroughness
19/03/2019	Riverbank Surgery	Consultation	to treat as I do at the surgery in Dorking. A 'proper' caring doctor
20/03/2019	New House Surgery	Consultation	Excellent attention and care as always
20/03/2019	Hillside Surgery	Nurse	Short wait time for appointments: short wait time at the surgery: always friendly courteous and helpful.
20/03/2019	New House Surgery	Phlebotomy	I was not kept waiting for my appointment, my annual blood test re- cholesterol, by the nurse allocated and her pleasant attitude and efficient perform
20/03/2019	Riverbank Surgery	Consultation	Professional, caring and friendly service as has been the case for the last 16 years that I have been registered there
20/03/2019	New House Surgery	Midwife	Because the midwife is lovely!
20/03/2019	New House Surgery	Consultation	Very good advice and care
20/03/2019	Hillside Surgery	Consultation	Positive attitude while I was unwell
20/03/2019	Hillside Surgery	Nurse	Very professional and a very pleasant staff
20/03/2019	New House Surgery	Nurse	It's such a welcoming place and staff are lovely
20/03/2019	New House Surgery	Asthma Clinic	The lady I saw was very helpful indeed, listened to my concerns, and then arranged a follow up appointment for next week
20/03/2019	New House Surgery	Consultation	I moved to this doctors about 4 years ago because the last place I was in was not good, I moved 2u and couldn't be happier!
20/03/2019	New House Surgery	Nurse	Long wait times now when calling (you've increased the pre recorded process), often poor service from your front of house team (customer service isn't th
20/03/2019	New House Surgery	Asthma Clinic	I have always had first class service from New House Surgery
20/03/2019	New House Surgery	Consultation	unwelcoming.
21/03/2019	New House Surgery	Consultation	Excellent doctor ????? and receptionist??
21/03/2019	New House Surgery	Consultation	Good service, good environment .
21/03/2019	New House Surgery	Consultation	GP service all good but getting appointments and consistency with the same GP difficult
21/03/2019	Riverbank Surgery	Consultation	rgery to visit. Plus good parking spaces.??
21/03/2019	Riverbank Surgery	Consultation	Tom Guilder is excellent
21/03/2019	New House Surgery	Consultation	Got an apt at short notice this am and receptionist so warm and pleasant. Dr Loveless who I had not met before very helpful.
21/03/2019	New House Surgery	Consultation	Fast service
21/03/2019	New House Surgery	Consultation	Friendly receptionist, same day appointment and thorough assessment by GP.
21/03/2019	New House Surgery	Nurse	Flexibility and quality
21/03/2019	New House Surgery	Consultation	The surgery itself is virtually perfect. Great doctors, great staff and very professional indeed. The only reason it didn't get a 1 is due to one member
22/03/2019	Hillside Surgery	Consultation	Courteous reception, first rate doctor
22/03/2019	New House Surgery	Consultation	Reception staff friendly and helpful, Doctor great, thorough, informative and didn't feel in any way rushed. Thanks again
22/03/2019	New House Surgery	Nurse	New House Surgery is the best of the best. Thank you all
22/03/2019	Hillside Surgery	Consultation	Efficient staff and all on time
22/03/2019	New House Surgery	Nurse	Great nurse.

22/03/2019	Hillside Surgery	Consultation	Excellent service doctor very helpful seen on time. Reception staff friendly helpful
22/03/2019	Riverbank Surgery	Phlebotomy	Nurse was fantastic taking bloods from 11 year old son
22/03/2019	Riverbank Surgery	Consultation	THEY ARE VERY HELPFUL AND NICE PEOPLE.
22/03/2019	New House Surgery	Nurse	Nurse was very friendly and professional.
22/03/2019	Hillside Surgery	Consultation	Lovely receptionist Kim lovely Dr. Loveless
22/03/2019	New House Surgery	Consultation	Wonderful service, smiling patients and smiling helpful go
22/03/2019	New House Surgery	Consultation	Seen same day, seen promptly , given sound advice given enough time to discuss my symptoms
22/03/2019	New House Surgery	Pharmacist	I meant to say 1, very likely. I'm now not sure what you received.
25/03/2019	Riverbank Surgery	Consultation	Superbly compassionate staff; not treated like a number and prompt care and appointments.
25/03/2019	New House Surgery	Nurse	I was early for my appointment the person before me didn't turn up so I was seen early I was treated with respect and given advice by the nurse and she b
25/03/2019	New House Surgery	Consultation	Easy to book appointment on line. Seen more or less on time. Doctor was excellent.
25/03/2019	New House Surgery	Nurse	Staff are polite and helpful.
25/03/2019	New House Surgery	Consultation	Dr Thompson was very understanding and allowed me the time to speak and she listened. Thank you Doctor.
25/03/2019	Riverbank Surgery	Consultation	very pleasant receptionist and fantastic doctor
25/03/2019	Riverbank Surgery	Consultation	I was very happy with the response I received and relieved at the outcome.
25/03/2019	Hillside Surgery	Consultation	Helpful as always
25/03/2019	Riverbank Surgery	Consultation	Its staff were very friendly, and i purpose it would depend on the drs who were at the practice,today i saw my own lovely gp who i trust completely, and
25/03/2019	Riverbank Surgery	Consultation	Riverbank Surgery gives you the feeling of trust
25/03/2019	New House Surgery	Consultation	eumatologist. Without her help I wouldn't have been able to get the medication needed, so I'm very grateful for her advice!
26/03/2019	Riverbank Surgery	Session	Very friendly staff. Always helpful
26/03/2019	Riverbank Surgery	Session	I had a blood test today, the nurse was wonderful.
26/03/2019	New House Surgery	Nurse	Appointment was spot on time. Nurse was friendly and professional.
26/03/2019	Riverbank Surgery	Consultation	Basically as a first time visitor it was very difficult to find
26/03/2019	New House Surgery	Consultation	Dr Qureshi is best I've ever known .
26/03/2019	New House Surgery	Nurse	I'm more than happy with the staff there. The doctors and nurses are all very professional.
26/03/2019	New House Surgery	Consultation	Staff are very helpful & friendly
26/03/2019	New House Surgery	Consultation	Doctor was friendly, had time for me and even followed up with a phone call later on to clarify treatment. Very impressed.
26/03/2019	New House Surgery	Commuter Clinic	Really supportive and helpful doctor
26/03/2019	New House Surgery	Commuter Clinic	Very detailed assessment by gp and polite and helpful visit
26/03/2019	Hillside Surgery	Consultation	Nice people and good service.
27/03/2019	New House Surgery	Nurse	Your blood nurses are very efficient and friendly.
27/03/2019	New House Surgery	Consultation	My concerns were listened to, and understood, and the doctor was sensitive.
27/03/2019	New House Surgery	Nurse	Fast friendly and efficient as ever.
27/03/2019	New House Surgery	Nurse	Well there's not a lot can go wrong with a BP reading!
27/03/2019	New House Surgery	Nurse	My appointment was bang on time and the nurse was very friendly and
27/03/2019	New House Surgery	Physio	The physio therapist I saw had read through my notes before I saw her so she was aware of my health concerns and I didn't need to go through it all first
27/03/2019	New House Surgery	Consultation	The staff in the front desk always try to help either offering advice or finding appointments.
27/03/2019	Hillside Surgery	Consultation	Always helpful
27/03/2019	Hillside Surgery	Consultation	which is extremely convenient as other chemists are miles away. I think us residents of Boxhill are very lucky to have this great little surgery. Keep
28/03/2019	New House Surgery	Consultation	Appointment was easy to get (not same day appointment but booking in advance) and the doctor I saw was really lovely and I felt she really listened to me.
28/03/2019	New House Surgery	Nurse	I was happy with the good service from reception booking a new appt
28/03/2019	New House Surgery	Consultation	All good
28/03/2019	Hillside Surgery	Consultation	Doctors are fantastic
28/03/2019	New House Surgery	Consultation	Doctor is looking after me and booking up follow on appointments while I am there
28/03/2019	New House Surgery	Consultation	Seen on time and treated whilst in appointment
28/03/2019	New House Surgery	Pharmacist	Friendly and helpful at reception, I had a stressful journey to get there on time and the pharmacist helped me relax before taking my blood pressure, a v
28/03/2019	New House Surgery	Consultation	The interest taken and charm of Dr Konstantinou and also the reception/appointments staff despite being under pressure at times.
28/03/2019	Hillside Surgery	Consultation	Brilliant service from the ladies on reception and the doctor has put my mind at rest and explained the way forward very thoroughly..

28/03/2019	New House Surgery	Consultation	I arrived late due to traffic and the Dr managed to see me. She was professional, caring, thorough and kind.
28/03/2019	New House Surgery	Consultation	It was easy to arrange (because I didn't need an urgent appointment and was able to book one in the future). The appointment was on time and the doctor f
28/03/2019	New House Surgery	Pharmacist	Sorry text sent by mistake
28/03/2019	Riverbank Surgery	Session	Good all round careEspecially at dusk
29/03/2019	New House Surgery	Consultation	It's a great surgery and the staff are always helpful and friendly
29/03/2019	Riverbank Surgery	Consultation	Because you were all lovely
29/03/2019	New House Surgery	Nurse	Because I got good service
29/03/2019	Hillside Surgery	Consultation	Always as helpful as they can be
29/03/2019	New House Surgery	Consultation	On time good doctors
29/03/2019	New House Surgery	Nurse	General a good service but getting through on the phone is always challenging!
29/03/2019	New House Surgery	Consultation	I was received promptly with respect and empathy. The GO was attentive thorough and informative.
29/03/2019	New House Surgery	Consultation	Everyone involved with the efficiency of the practice,are very helpful,friendly and knowledgable. I am not made to feel a nuisance or just a number. Thank you.
29/03/2019	New House Surgery	Nurse	Friendly, helpful and caring
29/03/2019	New House Surgery	Consultation	Because it's a good Practice and one is treated as a person, not a number!
29/03/2019	New House Surgery	Consultation	Very efficient and straightforward service.